

# FMLA – Roles & Responsibilities

## Managers/Supervisors

- Make employees aware of FMLA and FMLA resources on DAS HRE website, including Decision Tree and Reed Group (RG) contact information for FMLA reporting.  
(<https://das.iowa.gov/human-resources/fmla>)
- Provide employees with 3 forms\* (unless otherwise provided by HR) once FMLA leave is initiated and eligibility notices are received:
  - **Leave Retention** form (to retain up to 80 hours of vacation if accrued at time of election)
  - **Return to Work (RTW)** form (required when returning from continuous absence due to employee's health condition)
  - **Job Description/Essential Functions** (for absences due to employee's health condition that may affect job performance)

*\* Leave Retention & RTW forms available on DAS HRE FMLA webpage; job description/essential functions available from Manager/Supervisor or HR.*

- Any requests for 2<sup>nd</sup> Opinions must be initiated once the FMLA leave eligibility notification is received. Contact HR.

## Employees

- Notify Manager/Supervisor of all absences per agency's policy.
- Refer to Decision Tree to identify when to notify Reed Group:  
(<https://das.iowa.gov/human-resources/fmla>)
- Contact Reed Group by phone for initial FMLA-qualifying leave requests toll-free: **844-507-5393** (8a-8p M-F).
- Report additional absences for open intermittent FMLA leave case to Reed Group via LeavePro self-service portal: **stateofiowa.leavepro.com** (or toll-free number).
- Report Work Comp absences and Military Leave to management and Reed Group.
- Report FMLA-qualifying absences to management and Reed Group, even if eligibility requirements haven't been met.

## Reed Group

- Perform Intake (by RG toll-free number or LeavePro online self-service portal).
- Sends Employee FMLA Packet containing **Eligibility Notification, Rights & Responsibilities, & Certification of Health Care Provider (CHCP)** form within 5 business days of intake/leave request.
- Send eligibility notifications to Manager/Supervisor (ER) and Human Resources (HR).

## Human Resource Contacts

- Provide Leave Retention, Return to Work, Job Description/Essential Functions forms unless otherwise provided by Manager/Supervisor.
- Verify Reed Group reports and HRIS/PAYN for correct coding and notify Manager/Supervisor if HRIS/PAYN and Reed Group reports do not match. Resolve discrepancies.
- Route all Exceptions, 2<sup>nd</sup> Opinions, Employer-Initiated Recertifications and FMLA Designations to DAS HRE FMLA Program Manager at [FMLA@iowa.gov](mailto:FMLA@iowa.gov).

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## Managers/Supervisors

- Advise employees to use appropriate FMLA codes for time reporting (“time types” in HRIS User Guide on SAE website).
  - Pending cases are provisionally FMLA covered. Record absence as FMLA in time reporting system (HRIS).
  - If FMLA is denied, discuss other leave options with employee.
- Receive Reed Group notifications during FMLA absences; monitor absences via LeavePro reports and verify FMLA leave codes on timesheets (in HRIS) before authorizing.
- Report time discrepancies to HR or Reed Group as appropriate to correct.

## Employees

- Within 15 calendar days of receiving FMLA Packet – Return completed Certification of Health Care Provider (CHCP) form to Reed Group.
- If additional time is needed to return CHCP FMLA paperwork, or if a health care provider refuses to fill out paperwork and a reasonable effort to cure the situation has been made, the employee can request a 1-time, 10-day extension from Reed Group.
- Report absences on timesheet with appropriate time type (“time types” in HRIS User Guide on SAE website).
- **Return to Work (RTW)** – Employees on continuous leave must submit a RTW form completed by their health care provider to their Manager/Supervisor before resuming work.

## Reed Group

- Receive CHCP, request additional info if needed & make determination.
- Within 5 business days of completed information, RG sends **Determination Notification** (approved or denied).
  - Reed Group issues notifications throughout the initial request and Case Management process:
    - Employee eligibility
    - Determination
    - Intermittent time off request
    - Extension request
    - Incomplete form
    - Form reminder
    - Leave exhaustion approaching
    - Leave exhaustion
    - Scheduled return to work
    - Case closed

## Managers/Supervisors – Employee Issues

- If an employee fails to initiate a claim within 48 hours of the initial absence, OR doesn’t report the absence on HRIS as FMLA and the Manager/Supervisor believes the leave should be coded FMLA, the Manager/Supervisor should discuss the leave situation with the employee.
- If the employee agrees the leave should be FMLA covered, the employee will appropriately code HRIS as FMLA; the Manager/Supervisor will report the absence to Reed Group and notify HR.
- If the employee disagrees the leave should be FMLA covered but the Manager/Supervisor believes it is FMLA-qualified, the Manager/Supervisor will:
  - **Initiate** FMLA process with Reed Group directly if employees fail or refuses to report (must within 2 weeks of start of absence).
  - Note in HRIS: “Supervisor initiated FMLA on X date” and email HR with supporting details.
  - Approve timesheet in HRIS.
- As a last resort, contact HR to **designate** FMLA if sufficient information is known.

**All requests for Exceptions, 2<sup>nd</sup> Opinions, Employer-Initiated Recertifications and FMLA Designations must be made from HR to DAS HRE FMLA Program Manager at [FMLA@iowa.gov](mailto:FMLA@iowa.gov).**